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Business Solutions from Canon

Case Study Series

Case Management Solutions

Large Government Social Services Agency Advances Paperless Productivity with Canon

Even in the digital age, case management operations continue to be one of the most labor-intensive environments. The processes of handling, filing and retrieving volumes of hardcopy originals are extremely burdensome, and place a significant demand upon staff to properly organize documents when and where they are needed. Making matters worse, folders and contents are often lost or misplaced—leading to a further increase in workload and delays.

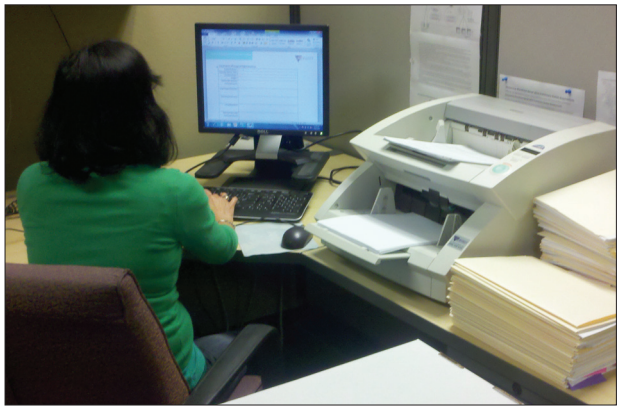
> "Paper evidence is the cornerstone of case management because of the government's dependency on form-based processes."

The social services branch of one of the largest metropolitan governments in the country had reached a critical point in its ability to effectively serve its constituents. The department was already buried under an immense workload to provide services prior to the recent economic downturn. Following an influx of new requests coupled with dwindling budgets, the agency's ability to respond was in jeopardy and people were experiencing high delays in the delivery of serious assistance.

Canon imageFORMULA ScanFront 220

Canon imageFORMULA DR-2510C and imageFORMULA DR-2010C

Case Management Solutions



The municipality's social services agency is unique among others due to its large geographic scope and population diversity in terms of its ethnic, cultural and linguistic characteristics. Yet at the same time they deliver similar support services such as temporary financial help, employment services, health coverage, geriatric care, disability benefits, food assistance, and administration of various federal programs. Offering such a wide variety of services is also difficult because of the myriad of documentation requirements, forms and applications.

Further complicating their operations, case workers and service centers are widely distributed throughout the region to facilitate outreach efforts to residents spanning urban, suburban or rural locations. Case files would often be needed in more than one location, leading to delays and additional costs to transport them. Furthermore, quick collaborations with remote colleagues over case files had become nearly impossible.

"Paper evidence is the cornerstone of case management because of the government's dependency on form-based processes," said Mr. Neal Fischer, Principal and Founder of Hershey Technologies. "Workers spend significant amounts of time collecting, distributing, and reviewing these documents, often making duplicate copies of case files throughout the process which further increases organizational costs."

Mr. Neal Fischer, Principal and Founder of Hershey Technologies

Faced with a dwindling budget and ever-increasing workload, the agency had determined that it was time to change the way they operated. Their goals were to implement a document management system that assured the visual integrity of each document in a highly-standardized format, promoted secure collaboration with individuals in and out of the office, facilitated quick indexing and searching capabilities, and ultimately automate each step of the process in a way that would meaningfully improve productivity and reduce costs.

The agency needed to handle a wide variety of document sizes in the course of handling a case, including small formats such as driver's licenses, birth certificates, bar-coded forms, passports, visas, photos, and hand-written documents. Each original needed to be captured in high quality to maintain legibility, yet be small enough to easily share among colleagues and other governmental agencies.

Canon imageFORMULA DR-9050C

"Working within the agency's requirements for a document scanner that is simple to use, accommodates the widest possible range of document formats, and eliminates the need for sorting based on quality or paper type, we determined that a mix of Canon's imageFORMULA scanners would be the ideal fit for the chosen document management system," continued Mr. Fischer. "We identified the Canon imageFORMULA DR-7550C, DR-9050C and DR-X-10C production scanner models for high-volume locations, imageFORMULA DR-2010C and DR-2510C compact color scanners for workgroup-based locations, and the ultra-compact imageFORMULA ScanFront 220 network scanner to meet emerging "self-serve" document submittal applications in front-office and smaller volume remote offices."

Canon imageFORMULA DR-X10C

Each scanner was configured with secure network access to the back-end enterprise content management system so that documents could be properly stored and indexed for immediate retrieval. Powerful search features and document arrival notification services make it possible for staff to easily search for documents and assemble key case materials from multiple sources whether case workers are in the office, working at home or on the road—a process that used to take days to locate in paper form.

"Collaborating on a case is handled more quickly and easily with our document imaging system," said Mr. Fischer. "Case files can be securely shared on the agency's computer network or over the Internet. And with our markup, redaction and workflow tools, case workers can easily communicate, protect confidential information, and deliver public service entitlements within agreed upon service levels improving caseload management and decision support effectiveness."

Hershey Technologies

Hershey Technologies, a Microsoft Gold Partner, offers enterprise content management products and services designed to improve organizational efficiency and compliance. Hershey Technologies provides expertise in Microsoft SharePoint solutions, content capture, and workflow automation services. Established in 1991, Hershey Technologies has provided enterprise content management solutions that reduce operational costs by transforming manual paper processes into accurate, highly automated electronic processes delivering critical information to a range of line of business applications and databases. For more information, visit www.hersheytech.com or call toll free at: 1-800-705-0401.

Canon U.S.A., Inc.

Canon U.S.A., Inc., headquartered in Lake Success, New York, is a leading provider of consumer, business-to-business, and industrial digital imaging solutions. Its parent company, Canon Inc. (NYSE:CAJ), a top patent holder of technology, ranked fourth overall in the U.S. in 2010†, with global revenues of more than US $45 billion and is listed as number six in the computer industry on Fortune Magazine's World's Most Admired Companies 2010 list.

†Based on weekly patent counts issued by United States Patent and Trademark Office.

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"Case management systems are in a state of transition," said Mr. Fischer. "Many are non-integrated standalone legacy applications with high lifecycle support costs. Every agency is challenged to not only meet compliance requirements but do so under diminishing public budgets. The good news is that an expanding range of enterprise software applications now support image capture and enterprise content management functionality, diminishing the need for standalone or specialized document management systems. This development coincides with application consolidation efforts at the state and local level. Canon imaging products complement these strategic initiatives by offering a range of imaging devices that meet case management needs and lower lifecycle support costs."

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